Product Support Notice

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PSN # PSN003153u

Original publication date: 10-Feb-11. This is Issue #1, published date: 10-Feb-11. | Severity/risk level: Medium | Urgency: When convenient

Name of problem

1400 speakerphone receive volume is not loud enough.

Products affected

1403, 1408, 1416 GA Release 4 or greater.

Problem description

Some customers in the field have reported insufficient speakerphone volume for the 1400 digital sets. This is most evident when the set is used in a noisy environment, even when the highest volume setting is used. Changes to terminal parameters on Communication Manager do not affect a change in volume, as these sets currently ignore these parameter downloads.

Resolution

Firmware from the link below has been optimized for improved speakerphone loudness and performance.

ftp://ftp.avaya.com/incoming/Up1cku9/AvayaT4APP/14xx_DCP/1400R16.zip

Workaround or alternative remediation

n/a

Remarks

n/a

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions | **Service-interrupting?**

n/a | No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
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